

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213
LANSING, MICHIGAN 48909

DANA NESSEL
ATTORNEY GENERAL

July 30, 2024

Refer to AG No.: [REDACTED]

[REDACTED]
Dearborn, MI [REDACTED]

Dear Consumer:

RE: BMW of North America

We have received the information you recently submitted to this office.

We are, by copy of this letter, referring your correspondence to:

National Highway Traffic Safety Administration**
1200 New Jersey Ave. SE
West Building
Washington, DC 20590
(888) 327-4236

From the information you have submitted it appears that the above-named agency may have jurisdiction in the matter outlined in your correspondence and may be able to assist you.

Further communication regarding your correspondence should be forwarded directly to them at the address given in this letter.

Hopefully, this direct referral will expedite efforts toward a solution of your problem or provide you with the information you requested.

Sincerely,

Chad M. Canfield, Operations Manager
Consumer Protection
(877) 765-8388 - Toll Free in MI or (517) 335-7599
(517) 241-3771 - Fax

cme

A handwritten signature in the bottom left corner of the page.

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: [REDACTED]

Submitted: 7/14/2024 4:44:50 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.:
Your Street Address: [REDACTED] City: Dearborn
Your State: MI Zip Code: [REDACTED]
Your County: Wayne
Your Home Phone: [REDACTED] Your Work Phone: Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First Name:

Company Name: Bmw Of North America Llc

Street Address: 300 Chestnut Ridge Road

City: Woodcliff Lake

State: NJ

Zip Code: 07677

County: Outside Michigan

Phone: 8008311117

Fax Number:

E-mail Address:

Product Offered: Automobiles

Web Site Address: www.bmwusa.com

Primary Jurisdiction: Repairing Motor Vehicles

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name:

Complainee First Name:

Company Name: Bmw Of Bloomfield

Street Address: 1845 Sith Telegraph Rd

City: Bloomfield

State: MI

Zip Code: 48302

County: Oakland

Phone: 2484537824

Fax Number:

E-mail Address:

Web Site Address: Bmwbloomfieldhills.com

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: 2013 BMW 528xi Sedan

Vehicle VIN No.: WBAXH5C56DD [REDACTED]

Complaint Information

Incident Date\Time: 7/3/2024 4:30:00 PM

Incident Location: East bound I96 Freeway

Approximate Monetary Value: 16,100

Did you sign a contract? False

Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? True

What was the response from the business? The dealership told me to call BMW corporate said my vehicle was out of warrant

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

On July 3, 2024 at around 4:30pm while driving on 196 East expressway, my vehicle dashboard started flashing red and begin to slow down. Thankfully I was able to get to the over pass because it completely stopped. The vehicle would not restart. A tow truck came and towed my vehicle to the BMW of Bloomfield Hills dealership. On Monday July 8, BMW advisor Chuck contacted me about the status of my vehicle. He stated that my engine was out due to the timing change/pump issues. I told him that my vehicle never gave me any indication that I had any problems. I spoke to the head of Service department Sam and Operations manager Kenny about the issue. I also called BMW Corporate Chelsea, Cameron and a few others about my vehicle. I was told that there was a warranty on my for the timing change/pump for 7/70000 but it was now expired. I then asked them how would you know if a timing belt was going out if my vehicle never gave me any indication nor did when I took my vehicle in for service they never mentioned it. No one could give me an answer. My vehicle engine will cost about \$16,000 to repair. Also I just found out that there was a civil lawsuit about time chain/pump of BMW vehicles. I was never notified about this notice. I would like the total cost of my vehicle engine to paid. This was negligence on BMW I could have been killed on the expressway when my vehicle idled down and stalled.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[True] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[True] Check if you want to sign up for the Consumer Protection Listserv.

[True] Check if you want to sign up for the AG Press Release Listserv.

[True] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

DANA NESSEL
ATTORNEY GENERAL
Lansing, Michigan 48913

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National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, D.C. 20590

